

2002  
Consumer Satisfaction  
*for*  
**Missouri Northwest Region**  
**Regional Report**  
Community-based Services

Division of Comprehensive Psychiatric Services  
Missouri Department of Mental Health



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# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Comprehensive Psychiatric Services Northwest Region

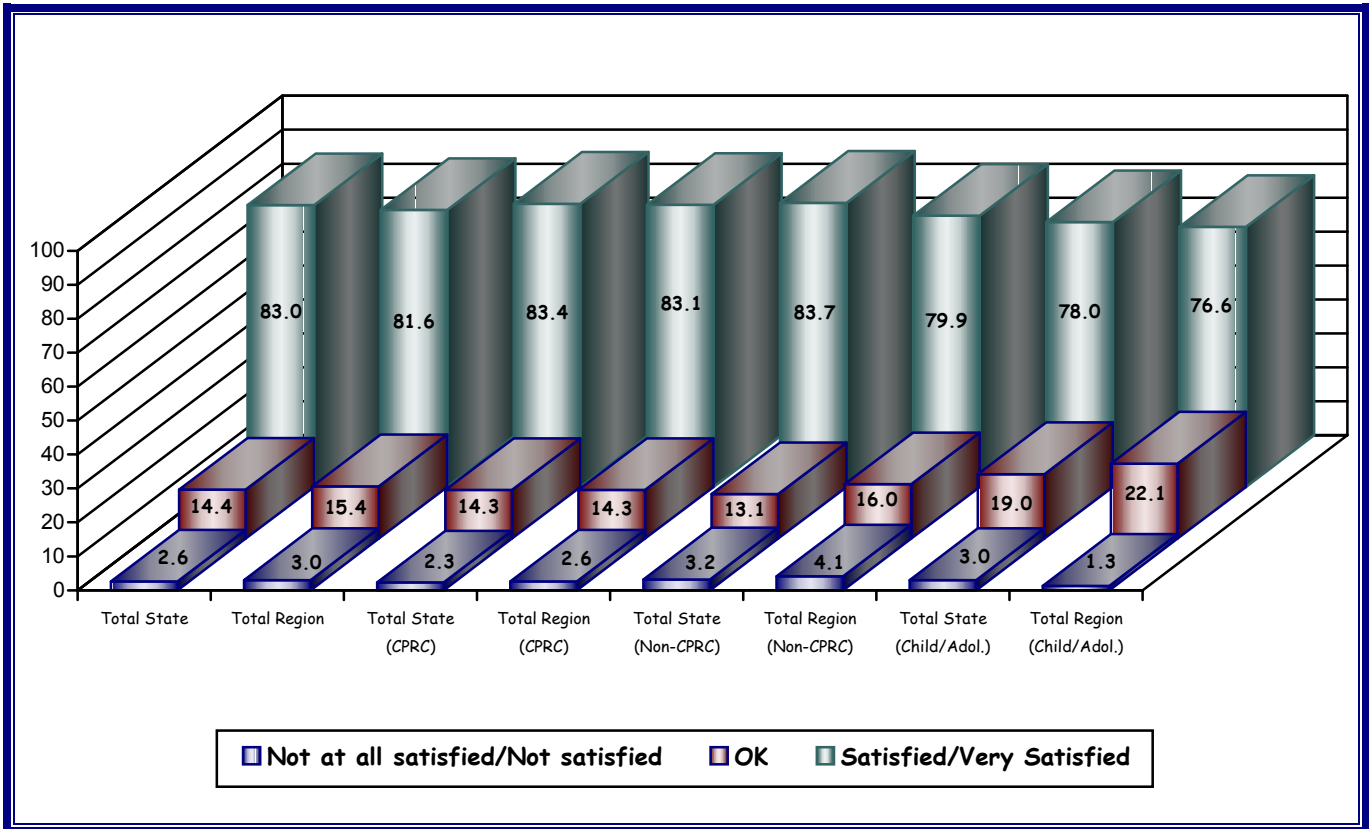
## Demographics

		Total Served		Survey Returns			
		Total State CPS Community Services	Total Region CPS Community Services *	Total Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
<b>SEX</b>	Male	46.2%	47.0%	43.1%	46.6%	33.9%	57.0%
	Female	53.8%	53.0%	56.9%	53.4%	66.1%	43.0%
<b>RACE</b>	White	79.2%	79.5%	69.9%	71.8%	65.0%	77.5%
	Black	18.3%	17.2%	22.9%	21.4%	29.6%	2.5%
	Hispanic	0.6%	1.1%	1.8%	1.8%	1.0%	6.3%
	Native American	0.4%	0.6%	1.6%	2.0%	0.7%	1.3%
	Pacific Islander	0.1%	0.1%	0.2%	0%	0.7%	0%
	Alaskan	0.0%	0.0%	0.1%	0.1%	0%	0%
	Oriental	0.3%	0.2%	0.1%	0.1%	0%	0%
	Bi-Racial	0.2%	0.4%	2.9%	2.2%	2.5%	11.3%
	Other	0.8%	0.8%	0.6%	0.5%	0.5%	1.3%
<b>AGE</b>				40.54	43.03	41.00	12.50
	0-17	14.2%	18.1%	8.8%	2.0%	5.1%	100.0%
	18-49	62.7%	61.3%	64.1%	68.0%	68.6%	0%
	50+	23.2%	20.7%	27.0%	30.1%	26.3%	0%

Region includes: Comprehensive Mental Health, Family Guidance Center, North Central Missouri Mental Health Services, Pathways-Warrensburg, Preferred-Trenton, Research Medical Health Services, Swope Parkway, Tri-County Mental Health, Truman Medical Center.

\*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways and Preferred may be included in several regional reports.

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 83.0% of the individuals served by Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (81.6% for this region versus 83.0% for the state).
- The CPRC consumers rated the program higher than other groups (83.1% with at least a "satisfied" rating).
- The lowest satisfaction was in the Child/Adolescent program, where 76.6% of those served gave a "satisfied" or "very satisfied" rating.

# Satisfaction with Services

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with the staff who serve you?	4.37 (5293)	4.33 (1218)	4.38 (3329)	4.38 (740)	4.38 (1489)	4.27 (399)	4.19 (475)	4.20 (79)
with how much your staff know about how to get things done?	4.28 (5227)	4.25 (1200)	4.31 (3304)	4.28 (729)	4.28 (1457)	4.22 (393)	4.11 (466)	4.17 (78)
with how staff keep things about you and your life confidential?	4.42 (5225)	4.43 (1199)	4.40 (3298)	4.44 (730)	4.48 (1461)	4.41 (392)	4.30 (466)	4.38 (77)
that your treatment plan has what you want in it?	4.25 (5203)	4.25 (1195)	4.28 (3297)	4.29 (734)	4.21 (1442)	4.20 (385)	4.13 (464)	4.17 (76)
that your treatment plan is being followed by those who assist you?	4.31 (5171)	4.30 (1187)	4.34 (3288)	4.33 (729)	4.30 (1427)	4.26 (382)	4.14 (456)	4.22 (76)
that the agency staff respect your ethnic and cultural background?	4.42 (5005)	4.41 (1150)	4.43 (3157)	4.44 (699)	4.46 (1393)	4.37 (377)	4.29 (455)	4.32 (74)
with the services that you receive?	4.36 (5210)	4.32 (1203)	4.38 (3285)	4.37 (733)	4.36 (1461)	4.26 (393)	4.22 (464)	4.18 (77)
that services are provided in a timely manner?	4.29 (5244)	4.18 (1208)	4.33 (3302)	4.27 (735)	4.25 (1479)	4.02 (397)	4.13 (463)	4.17 (76)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

## Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All ratings were above a 4.00 ("satisfied"). The ratings of this region ranged from 4.18 to 4.43.
- The highest rated item was with how staff keeps things confidential (mean of 4.43).
- The lowest rated item was with the timeliness of services (mean of 4.18).
- The CPRC Adult participants were the most satisfied with services (mean rating of ).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total State Child/ Adolescent
with how you spend your day?	3.49 (5214)	3.56 (1195)	3.54 (3323)	3.60 (738)	3.30 (1470)	3.45 (391)	3.75 (421)	3.74 (66)
with where you live?	3.70 (5185)	3.71 (1191)	3.74 (3301)	3.76 (734)	3.56 (1466)	3.59 (389)	3.85 (418)	3.82 (68)
with the amount of choices you have in your life?	3.47 (5192)	3.53 (1193)	3.53 (3306)	3.54 (734)	3.30 (1467)	3.50 (391)	3.58 (419)	3.57 (68)
with the opportunities/chances you have to make friends?	3.55 (5175)	3.55 (1191)	3.61 (3301)	3.56 (733)	3.35 (1456)	3.48 (390)	3.77 (416)	3.87 (68)
with your general health care?	3.74 (5140)	3.73 (1173)	3.81 (3279)	3.76 (726)	3.50 (1458)	3.64 (387)	3.99 (403)	3.98 (60)
with what you do during your free time?	3.54 (5170)	3.58 (1185)	3.61 (3291)	3.64 (727)	3.32 (1463)	3.44 (391)	3.80 (416)	3.81 (67)
How safe do you feel . . .								
in your home/agency?	4.04 (5187)	4.01 (1188)	4.02 (3298)	3.95 (730)	4.02 (1461)	4.07 (390)	4.29 (428)	4.21 (68)
in your neighborhood?	3.89 (5133)	3.82 (1189)	3.89 (3266)	3.79 (728)	3.85 (1448)	3.84 (393)	4.02 (419)	3.96 (68)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

## Some of the key findings were:

- The quality of life ratings were significantly below the Comprehensive Psychiatric Services service ratings.
- The consumers in this region were most satisfied with how safe they feel in their home (mean of 4.01) and least satisfied with the amount of choices they have in their life (mean of 3.53).

## CPS Comparison of Gender

A comparison was made between the male and female consumers in the satisfaction survey items. Males were more satisfied with services while the females were more satisfied with their quality of life. (See Table I-1).

Table I-1

### CPS Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.24 (509)	4.40 (675)	F(1,1182)=11.302, p=.001
with how much your staff know about how to get things done?	4.16 (502)	4.32 (664)	F(1,1164)=9.190, p=.002
with how staff keep things about you and your life confidential?	4.35 (502)	4.49 (665)	F(1,1165)=7.639, p=.006
that your treatment plan has what you want in it?	4.18 (498)	4.30 (663)	F(1,1159)=5.454, p=.020
that the agency staff respect your ethnic and cultural background?	4.32 (486)	4.48 (631)	F(1,1115)=10.398, p=.001
with how your spend your day?	3.67 (496)	3.46 (667)	F(1,1161)=11.297, p=.001
with the amount of choices you have in your life?	3.60 (495)	3.46 (666)	F(1,1159)=3.883, p=.049
with the opportunities/chances you have to make friends?	3.63 (498)	3.47 (662)	F(1,1158)=5.358, p=.021
with your general health care?	3.87 (489)	3.62 (654)	F(1,1141)=14.559, p<.001
with what you do during your free time?	3.71 (493)	3.47 (662)	F(1,1153)=11.934, p=.001

# CPS Comparison of Race/Ethnicity

A comparison was made among the different racial and ethnic backgrounds. In general, Native American consumers were most satisfied with services and with their quality of life. Caucasians were most satisfied with the staff keeping information confidential and Hispanics were most satisfied that the treatment plan was being followed and with the services being provided in a timely manner. (See Table I-2.)

Table I-2

## CPS Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you? (a)	4.40 (837)	4.07 (272)	4.36 (22)	4.56 (18)	4.42 (33)	4.36 (11)	F(5,1187)=6.828, p<.001
with how much your staff know how to get things done? (a)	4.32 (821)	4.04 (271)	4.14 (21)	4.39 (18)	4.33 (33)	4.18 (11)	F(5,1169)=4.305, p=.001
with how staff keep things about you and your life confidential? (a)	4.50 (826)	4.20 (267)	4.23 (22)	4.39 (18)	4.45 (33)	4.18 (11)	F(5,1171)=5.986, p<.001
that your treatment plan has what you want in it? (a)	4.32 (823)	4.03 (266)	4.27 (22)	4.33 (18)	4.22 (32)	4.00 (11)	F(5,1166)=4.187, p=.001
that the treatment plan is being followed by those who assist you? (a)	4.35 (815)	4.12 (265)	4.62 (21)	4.56 (18)	4.31 (32)	4.18 (11)	F(5,1156)=3.560, p=.003
that the staff respect your cultural background? (a)	4.49 (774)	4.20 (269)	4.33 (21)	4.50 (18)	4.42 (33)	4.45 (11)	F(5,1120)=5.347, p<.001
with the services you receive?(a)	4.37 (827)	4.15 (269)	4.36 (22)	4.44 (18)	4.33 (33)	4.36 (11)	F(5,1174)=2.676, p=.021
that services are provided in a timely manner? (a)	4.23 (834)	3.97 (267)	4.32 (22)	4.28 (18)	4.13 (32)	4.27 (11)	F(5,1178)=2.977, p=.011
with the amount of choices you have in your life? (a)	3.44 (823)	3.75 (264)	3.73 (22)	4.00 (17)	3.19 (32)	3.80 (10)	F(5,1162)=4.016, p=.001
with what you do during your free time?	3.51 (815)	3.75 (264)	3.50 (22)	4.24 (17)	3.66 (32)	3.80 (10)	F(5,1154)=2.988, p=.011
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less.</i>  (a) Interaction between White and Black.</p>							

# CPS Comparison of Age Groups

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults years of age or older. The adults 50 years and older were most satisfied with services, while the youth under the age of 18 were most satisfied with their quality of life. (See Table I-3.)

Table I-3

## CPS Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (b)	4.11 (103)	4.32 (736)	4.44 (308)	F(2,1144)=6.637, p=.001
with how much your staff know about how to get things done? (b)	4.04 (103)	4.24 (726)	4.35 (302)	F(2,1128)=4.909, p=.008
that your treatment plan is being followed by those who assist you? (b)	4.14 (101)	4.27 (720)	4.41 (297)	F(5,1115)=4.148, p=.016
with the services you receive? (a, b)	4.09 (101)	4.32 (732)	4.42 (300)	F(2,1130)=5.407, p=.005
that services are provided in a timely manner? (b)	3.95 (100)	4.17 (732)	4.27 (306)	F(2,1135)=4.074, p=.017
with how you spend your day?	3.76 (90)	3.48 (732)	3.62 (302)	F(2,1121)=3.484, p=.031
with opportunity to make friends? (a)	3.82 (91)	3.48 (730)	3.59 (300)	F(2,1118)=3.891, p=.021
with your general health care? (a)	3.98 (83)	3.65 (724)	3.76 (296)	F(2,1100)=3.791, p=.023
with how safe you feel in your home/agency? (a)	4.24 (91)	3.95 (725)	4.02 (301)	F(2,1114)=3.348, p=.036
Scheffe Post-Hoc significance at .05 or less.				
(a) Interaction between 0-17 Years and 18-49 Years.				
(b) Interaction between 0-17 Years and 50+ Years.				



# CPS Comparison of Current Living Arrangements

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who live independently were most satisfied with the staff's respect of ethnic and cultural backgrounds. Those who live in a Group Home were most satisfied with how they spend their day, their opportunities to make friends, what they do in their free time and safety in their neighborhood. Consumers living in a Residential Treatment Facility were most satisfied with the amount of choices they have in their lives and with their general health care. Consumers living with their Biological Parents were most satisfied with where they live. (See Table I-4).

Table I-4

## CPS Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with how the staff respect your ethnic and cultural background?	4.48 (742)	4.32 (167)	4.33 (64)	4.30 (30)	4.30 (57)	4.20 (51)	F(5,1105)=2.742, p=.018
with how you spend your day? (a)	3.48 (785)	3.80 (167)	3.74 (69)	3.16 (31)	3.71 (51)	3.57 (53)	F(5,1150)=3.983, p=.001
with where you live? (b, c, d, e, f)	3.75 (784)	3.76 (168)	3.58 (67)	2.38 (29)	3.81 (53)	3.60 (53)	F(5,1148)=8.303, p<.001
with the amount of choices you have in your life?	3.48 (784)	3.73 (165)	3.81 (67)	3.00 (31)	3.42 (53)	3.43 (53)	F(5,1147)=3.306, p=.006
with the opportunities/ chances to make friends? (a)	3.41 (779)	3.89 (168)	3.81 (67)	3.35 (31)	3.79 (53)	3.64 (53)	F(5,1145)=6.309, p<.001
with your general health care? (a)	3.66 (775)	3.99 (166)	4.05 (65)	3.29 (31)	3.85 (47)	3.62 (52)	F(5,1130)=4.803, p<.001
with what you do during your free time? (a, c, d)	3.50 (778)	3.93 (165)	3.84 (67)	2.97 (30)	3.68 (53)	3.49 (53)	F(5,1140)=6.291, p<.001
with how safe you feel in your neighborhood? (c)	3.80 (783)	4.00 (168)	3.75 (65)	3.14 (28)	3.96 (53)	3.70 (53)	F(5,1144)=3.417, p=.005
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between Independent and Group Home. (b) Interaction between Independent and Homeless. (c) Interaction between Group Home and Homeless. (d) Interaction between RTF and Homeless. (e) Interaction between Homeless and Biological Parents. (f) Interaction between Homeless and Other.							

# CPS Comparison Between Those Who Lived and Did Not Live in Residential Treatment Facilities

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that did not live in a residential treatment facility were more satisfied with services while the consumers that had lived in a residential treatment facility were more satisfied with their quality of life. (See Table I-5).

Table I-5

## CPS Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.23 (260)	4.36 (906)	F(1,1164)=5.114, p=.024
with how staff keep things about you and your life confidential?	4.30 (255)	4.47 (894)	F(1,1147)=8.584, p=.003
that your treatment plan has what you want in it?	4.15 (256)	4.29 (889)	F(1,1143)=4.234, p=.040
that the agency staff respect you ethnic and cultural background?	4.26 (251)	4.46 (847)	F(1,1096)=12.334, p<.001
with the services you receive?	4.22 (254)	4.36 (898)	F(1,1150)=5.299, p=.022
with how you spend your day?	3.72 (256)	3.50 (891)	F(1,1145)=8.394, p=.004
with the opportunities/ chances to make friends?	3.69 (256)	3.51 (886)	F(1,1140)=4.776, p=.029
with what you do in your free time?	3.77 (250)	3.53 (886)	F(1,1134)=8.095, p=.005

# CPS Comparison across Programs

A comparison was made across the different comprehensive psychiatric services programs. The CPRC consumers were most satisfied with the services being provided in a timely manner. The Child/Adolescents were most satisfied with how they spend their day, where they live, opportunities to make friends, their general health care, and with what they do in their free time. (See Table I-6.)

Table I-6

## CPS Consumers - Comparison across Programs

How satisfied are you...	CPRC Adult	Non-CPRC Adult	Child/ Adolescent	Significance
that services are provided in a timely manner? (a)	4.27 (735)	4.02 (397)	4.17 (76)	F(2,1205)=8.179, p<.001
with how you spend your day?	3.60 (738)	3.45 (391)	3.74 (66)	F(2,1192)=3.479, p=.031
with where you live?	3.76 (734)	3.59 (389)	3.82 (68)	F(2,1188)=3.315, p=.037
with the opportunities/ chances you have to make friends? (b)	3.56 (733)	3.48 (390)	3.87 (68)	F(2,1188)=3.214, p=.041
with your general health care?	3.76 (726)	3.64 (387)	3.98 (60)	F(2,1170)=3.160, p=.043
with what you do during your free time? (a)	3.64 (727)	3.44 (391)	3.81 (67)	F(2,1182)=5.222, p=.006
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between CPRC Adults and Non-CPRC Adults. (b) Interaction between Non-CPRC Adults and Child/Adolescent.				